

**Department of Family and Support Services-Workforce Services Division**  
**Community Development Block Grant (CDBG) Employment Preparation and Placement Program**  
**2020 CRF CARES Act Scope of Work**

**FUNDING OVERVIEW**

**Coronavirus Aid, Relief and Economic Security Act (CARES) Funding**

In response to COVID-19 CARES Act Funding is intended to **help communities prevent, prepare for, and respond to coronavirus.**

The appropriations aim to provide assistance and supports for Chicago residents struggling from the impacts of COVID-19, which include the unemployed (and underemployed), those experiencing housing insecurity, homeowners, renters, small businesses as well as those in need of various health resources.

- The federal support from the CARES Act provides workforce development funding for services and programs to directly assist those who have been most severely impacted by the coronavirus—especially Chicago’s most vulnerable residents: the homeless, those returning home from incarceration, and English-language learners
- Per federal guidelines, all CARES Act workforce development funding must be directed to COVID-related eligible costs, which include workforce programs that provide training and supportive services to Chicago residents recovering from the pandemic's economic impact.

**SECTION A – GOALS AND OBJECTIVES**

**Program Goals**

This Scope of Services focuses on the Employment Preparation and Placement program model. The goal of the Employment Preparation and Placement program is to provide high-need individuals with the necessary job readiness training (JRT) and placement supports. Participants who complete the EPP will be directly linked to placement into full-time permanent employment (minimum 20 hours per week) with an expected retention of at least 90 days of employment at or above the Standard City Minimum Wage. *(Per Illinois Department of Labor-The City of Chicago minimum wage will also increase on July 1, 2020 to \$13.50 per hour for small employers (4 to 20 employees) and \$14 per hour for large employers (21 or more employees)).*

**Target Population**

DFSS provides workforce services to individuals facing hurdles to employment, are unemployed or underemployed, low-income, and have limited work skills. **Eligible individuals** must be 18 years of age or older, City of Chicago resident, Low to Moderate income, Authorized to work in the United States and from one of the following priority populations-

- Individuals who are homeless or at risk of homelessness
- Individuals with limited English proficiency (ELL/ESL)
- individuals with criminal background and or involvement

Providers may also provide services to additional populations with significant barriers to employment, such as Veterans and Individuals with disabilities who meet the above eligibility requirements.

Target Population -- 75% of total enrollments must be target population clients. Target population clients are defined as high-need individuals, as previously discussed in this Scope of Services in Section A.

**Department of Family and Support Services-Workforce Services Division**  
***Community Development Block Grant (CDBG) Employment Preparation and Placement Program***  
**2020 CRF CARES Act Scope of Work**

**SECTION B – PERFORMANCE MEASUREMENT**

**Overview**

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicagoans are *better off* after receiving services. As part of this outcome-oriented approach,

DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

The DFSS Workforce Services Division seeks to improve employment outcomes for high-need populations in Chicago. These high-need populations face increased hurdles in both securing and retaining a job and require additional supports. As a result, DFSS provides a range of workforce services, including job readiness services, career counseling, skills training, job placement assistance, and case management services through a wide network of community-based delegate agencies.

**Performance Indicators**

To track progress toward achieving our goals outlined in Section A and assess success of the Employment Preparation and Placement program, DFSS will monitor a set of performance indicators that may include, but are not limited to:

- Percentage and number of participants who enter unsubsidized employment.
- Percentage and number of participants who receive a base hourly pay equal to or above the Standard City Minimum Wage.
- Percentage and number of participants who remain in unsubsidized employment for 30, 90, and 180 days.

To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- Number of participants enrolled.
- Number of participants who are returning citizens.
- Number of participants who are homeless or at risk of homelessness.
- Number of participants who have limited-English proficiency.
- Percentage and number of participants receiving employment counseling.
- Percentage and number of participants completing Job Readiness Training.
- Percentage and number of participants earning a credential or certificate, if applicable.
- Number of employers that hired program graduates.

**Data Reporting**

As part of DFSS' commitment to become more outcomes-oriented, the Workforce Services Division seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and drive program improvements and policy decisions. As such, DFSS reserves the right to request/collect key data and metrics from delegate agencies, including client-level demographic, performance, and service data, and set expectations for what this collaboration, including

**Department of Family and Support Services-Workforce Services Division**  
***Community Development Block Grant (CDBG) Employment Preparation and Placement Program***  
**2020 CRF CARES Act Scope of Work**

key performance objectives, will look like.

Delegate agencies are expected to collect and share data with DFSS according to the format, frequency, and submission protocol(s) specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

To the extent possible, DFSS will collect performance data from the **Enterprise Case Management System (ECM version 6.0)**. Delegate Agencies are expected to utilize ECM for monitoring of participants in workforce services program from enrollment to placement and retention.

Requirements include:

- Ensuring all participants are enrolled within the ECM system within 3-5 business days of interaction with a participant.
- Adhering to required data standards based on program model as outlined in ECM v6.0.
- Ensuring participant personal identifiable information is kept confidential and secure.

Requested data shall include, but may not be limited to, aggregate and individual-level information on:

- Participant referred for services, enrolled in services, and discharged from services.
- Activities undertaken by the delegate agency to service clients referred for services, and the timeliness of those activities.
- Findings of assessments completed by the delegate agency while delivering services.
- Participant employment outcomes at the 30, 90 and 180-day benchmarks.
- Utilization and spending against contract award.

Where ECM data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data.

### **Data Usage**

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency for the following:

- a) To review program performance and develop strategies to improve program quality throughout the term of the contract. In the event of under-performance at the end of the first, second or third quarter (as deemed appropriate by the DFSS Program Manager/Liaison) the delegate agency must submit a Corrective Action Plan (CAP) in writing to indicate how they will improve performance by the next quarter.
- b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c) Any other purposes identified by DFSS.

### **Meetings**

Delegate agencies will be required to attend quarterly meetings as they are scheduled for the fiscal year. Other meetings may take place according to a schedule to be determined by DFSS, with reasonable

**Department of Family and Support Services-Workforce Services Division**  
***Community Development Block Grant (CDBG) Employment Preparation and Placement Program***  
**2020 CRF CARES Act Scope of Work**

notice provided for delegates.

Meetings shall include at a minimum the Delegate Agency's Chief Executive Officer, or designee, DFSS Deputy Commissioner, Workforce Supervisor, and Program Coordinator(s). Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies. At such meetings, the parties may discuss and review:

- a.) Program data and reports particularly related to the goals outlined in this agreement
- b.) Collaboratively design and implement operational changes to continuously improve processes and outcomes
- c.) Strategies on broader systems changes to improve service delivery and coordination between services
- d.) Best practices, and effectively address any challenges experienced by delegate agencies and the target population.

### **Training**

Delegate agencies will be required to attend trainings as they are scheduled. Trainings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Trainings shall be attended by at a minimum the Delegate Agency's Director of Workforce Development, Supervisor, Manager and delegate agency program staff assigned to work with job seekers. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all trainings as requested by the Department. Training may occur through various platforms, one on one or with other delegate agencies.

## **SECTION C – CORE ELEMENTS**

### **Program Requirements**

Key elements for service delivery and most important to achieving the desired outcomes should include, but are not limited to:

- Outreach and Recruitment community outreach recruitment strategy customized to effectively reach the priority population, and a referral process
- Program Orientation include eligibility requirements, provide an overview of the program and expectations, intake assessment
- Comprehensive Assessment and Case Planning a nationally recognized career assessment must be completed with all enrolled participants i.e. O' Net Career Interest Profiler, academic assessments such as Test of Adult Basic Education (T.A.B.E)-for programs that require an assessment of basic skill levels. Development of an Individualized Employment Plan (IEP) is required for all enrolled participants.
- Case Management Services providing advocacy, career coaching, mentoring, assisting with and or referral for supportive services, linkages to community resources, and more

**Department of Family and Support Services-Workforce Services Division**  
***Community Development Block Grant (CDBG) Employment Preparation and Placement Program***  
**2020 CRF CARES Act Scope of Work**

- Contacts Participant should be contacted every 15-30 days. Program staff should secure a main contact number and an alternate contact that allows for messages to be left on behalf of the participant. All enrolled participants are required to have a professional email address on file and entered within data systems.
- Job Readiness Training activities such as completing a job application, Mock Interviewing, Resume Development, Workplace Ethics & Behavior, Goal Setting, Proper Workplace Attire, Basic Computer Skills, Networking, and Effective Communication. Participants should have access to the Internet for employment services including job search techniques, job clubs and job fairs. Each successful participant is required to have a completed resume on file.
- Basic Skills Training life skills workshops including financial literacy, English-as-a-Second Language (ELL/ESL) classes and literacy instruction, referrals to adult learning programs
- Supportive Services- transportation assistance, work related items, vital records, referrals for legal assistance, personal protective equipment (PPE).
- Placement Services outreach and recruit employers from in demand industries willing to collaborate on affording participants employment opportunities, implementation of a plan to address specific industry/occupation workforce needs, and identification of other resources that would benefit businesses such as assistance in applying for tax credits.
- Follow-up and Retention Services provide ongoing case management to include contacts with participants every 15-30 days, and follow-up activities to ensure retention and career advancement

**PROGRAM MONITORING:**

The City, DFSS and or Funder may monitor all compliance and quality of services. This includes:

- Achievement of objectives in accordance with proposal and the contract
- Integrity of administrative systems and eligibility determination
- Quality of service evaluation through observation and informal interviews

These monitoring activities may take the form of administrative and programmatic record reviews, virtually, interviews of staff and/or participants, and general observations of the facilities, operations, and training activities. Participants not adequately documented as eligible will not count towards your outcome measures and may result in disallowed costs. Participant files must contain the following:

- Photo ID (may not be expired at time of enrollment)
- Documentation of authorization to work in the U.S. (Social Security and or a form from I-9 list)
- Proof of residency in City of Chicago
- Income Verification and Income calculation completed for eligibility determination
- Selective Service (Required for males 18 years of age and over)

Agency Name: \_\_\_\_\_  
PO#: \_\_\_\_\_

**Department of Family and Support Services-Workforce Services Division**  
**Community Development Block Grant (CDBG) Employment Preparation and Placement Program**  
**2020 CRF CARES Act Scope of Work**

- A copy of the participant's enrollment form
- Release of Information (signed and dated by program participant and agency staff)
- Follow up Agreement (signed and dated by program participant and agency staff)
- Assessments completed with individual to determine needs and or career path choices
- Individual Employment Plan (IEP) signed and dated by program staff and participant
- Documentation of support services provided to eligible participant
- Record of attendance and documentation of activities where appropriate (workshop or activity attendance record, etc.)
- Resume and job search records
- Completed case and or progress notes, and other documents requested by the City, DFSS, stakeholders, grant fund and or program model

**SECTION D – PAYMENT STRUCTURE**

**Method of Payment**

Under the CDBG contract, agencies/contractors shall request reimbursement for services performed by submitting **monthly vouchers** using the City's web-based eProcurement system. All new and existing delegate agencies are required to register under the iSupplier portal at:

[www.cityofchicago.org/eProcurement](http://www.cityofchicago.org/eProcurement)

Vouchers must be submitted to the contracted agencies liaison 5 business days prior to the 15<sup>th</sup> calendar day of the month in which services were performed. All vouchers must include the required support documents to receive compensation. Contracted delegates may only submit vouchers a month at a time. Vouchers submitted after the monthly deadline will result in a delayed payment.

**Budget Requirements:**

- Cost (Personnel) to provide supportive services \$200 per participant enrolled in the workforce program
- Cost for supportive services is \$350 per eligible participant

\*These cost in addition to other personnel, operational, materials and supplies must be added to the budget forms.

**SECTION E – PROGRAM AND DELEGATE INFORMATION**

*Please complete the following program and agency information. Also, complete and sign/date the Work Program CHART (Page 9) that indicates delegate agency quarterly projections, program activities and program deliverables for the 2021 program year.*

**Program Overview**

Program Model: **Transitional Jobs Program**

Program Name: \_\_\_\_\_

Grant Amount: \$ \_\_\_\_\_

Contract Term: **January 1, 2021 through September 30, 2022**

Budget Term: **January 1, 2021 through September 30, 2021**

Agency Name: \_\_\_\_\_  
PO#: \_\_\_\_\_

**Department of Family and Support Services-Workforce Services Division**  
**Community Development Block Grant (CDBG) Employment Preparation and Placement Program**  
**2020 CRF CARES Act Scope of Work**  
**Delegate Agency Contact Information**

Agency Address: \_\_\_\_\_  
\_\_\_\_\_  
City State Zip Code:

CEO/ED, Name: \_\_\_\_\_  
Executive Director Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Fiscal Contact Name: \_\_\_\_\_  
Fiscal Contact Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Program Staff Name: \_\_\_\_\_  
Program Staff Title: \_\_\_\_\_  
Program Staff Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Administration Office Hours: \_\_\_\_\_ AM to \_\_\_\_\_ PM Days of the week: \_\_\_\_\_

**Facility/Site Information**

List name of facility(ies) and address(es) where services are provided. Also include amount of contract allocated per site and estimated number of clients to be served at each site.

Facility/Site Name	Address	Days of Operation	Hours of Operation	Estimated Amount of Contract allocated for this site	Estimated # of Clients to be served at this site
ABC Community Center	1234 W Main St.	M-F	9:00 - 5:00	\$50,000	25

In what Ward(s), Community Area(s), and Census Tract(s) are facility/sites providing services?

Ward(s): \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

Community Area(s): \_\_\_\_\_

Census Tract(s): \_\_\_\_\_

Indicate Program Service Area:

- ☐ This program will provide services citywide to all eligible individuals or,  
☐ This program will primarily serve the following Ward(s), Community Area(s) and Census Tract(s).

Ward(s): \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

Community Area(s): \_\_\_\_\_

Agency Name: \_\_\_\_\_  
PO#: \_\_\_\_\_

**Department of Family and Support Services-Workforce Services Division**  
***Community Development Block Grant (CDBG) Employment Preparation and Placement Program***  
**2020 CRF CARES Act Scope of Work**

Census Tract(s): \_\_\_\_\_

What are the approximate boundaries of the area from which your clients are drawn? Specify by street name.

North: \_\_\_\_\_ South: \_\_\_\_\_

East: \_\_\_\_\_ West: \_\_\_\_\_



Agency Name: \_\_\_\_\_  
PO#: \_\_\_\_\_

**Department of Family and Support Services-Workforce Services Division**  
***Community Development Block Grant (CDBG) Employment Preparation and Placement Program***  
**2020 CRF CARES Act Scope of Work**

**Description of Program**

*Provide a brief narrative statement of this program including the scope, target population problems addressed, and anticipated outcomes. Ensure that your Scope/Work Program incorporates the previously discussed elements of Sections A, B and C. If relevant, describe coordination with other sources/partners. This section is expected to describe the program at full operational capacity.*

Agency Name: \_\_\_\_\_  
 PO#: \_\_\_\_\_

**Department of Family and Support Services-Workforce Services Division**  
**Community Development Block Grant (CDBG) Employment Preparation and Placement Program**  
**2020 CRF CARES Act Scope of Work**

**Plan for meeting performance**

Instructions: Agency must complete this block schedule to inform DFSS when program orientations, enrollment appointments, walk ins, program services, case management will be offered to job seekers. Agency should allow and show time for data entry, staff meetings that may occur daily, weekly, monthly. If delegate is providing any services virtually, provide the link to those service offerings below the block schedule chart.

Time	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 AM					
8:30					
9:00					
9:30					
10:00					
10:30					
11:00					
11:30					
12:00					
12:30					
1:00					
1:30					
2:00					
2:30					
3:00					
3:30					
4:00					
4:30					
5: 00 PM					

Agency Name: \_\_\_\_\_  
 PO#: \_\_\_\_\_

**Department of Family and Support Services-Workforce Services Division**  
**Community Development Block Grant (CDBG) Employment Preparation and Placement Program**  
**2020 CRF CARES Act Scope of Work**

**Planned Performance Metrics-**

(1) Program Activities: Describe the activities that will accomplish program deliverables	(2) Program Deliverables: State what quantifiable units will be used to measure the progress of the proposed program. Example: # of workshops to be held	(3) Planned Output by Quarter and end of year total: Provide the projected quantifiable units for each program deliverable for each quarter. Note 75% of enrollments should be completed by end of 2 <sup>nd</sup> quarter (June 30 <sup>th</sup> )					(4) Performance Measures
		1st	2nd	3rd	4th	Total	
Outreach and Recruitment							# of clients recruited for program
Enrollment							# of clients enrolled in program
Placement							# of clients placed in jobs
Retention 30-Days							# of clients that reached 30 days of employment
Retention 90-Days							# of clients that reached 90 days of employment
Retention 180-Days							# of clients that reached 180 days of employment
Target Population							Total # per priority population 75% of enrollments to be from priority pop.
Supportive Services							# of clients to receive supportive services at \$350 per person
Unsubsidized Wages							# of clients receiving unsubsidized wages

Signature of Authorized Agency Official and Date: \_\_\_\_\_

Signature of DFSS Official and Date: \_\_\_\_\_

Agency Name: \_\_\_\_\_  
PO#: \_\_\_\_\_

**Department of Family and Support Services-Workforce Services Division**  
**Community Development Block Grant (CDBG) Employment Preparation and Placement Program**  
**2020 CRF CARES Act Scope of Work**

**SECTION F – SUBMITTAL AND APPROVAL**

**ACKNOWLEDGEMENT**

- ☐ By checking this box your agency certifies that it has read and understands the expectations outlined in this Scope of Work for all Sections and headings outlined in the document.

a) Applicant signature <i>(Original must be signed in blue ink)</i>	
b) Name (typed)	
c) Date submitted	
d) DFSS Staff signature	
e) Name (typed)	
f) Date approved	

**Funder Resources**

Provided below are hyperlinks to read and understand funding source rules and regulations:

**U.S. Department of Housing and Urban Development (HUD)-**<https://www.hudexchange.info/>

**Note-**DFSS Workforce Services contracted agencies are responsible for visiting the HUD website <https://www.huduser.gov/portal/datasets/il.html> to verify HUD income guidelines

**CDBG Eligible and Ineligible Activities:** (570.201-eligible activities; 570.207- ineligible activities)  
<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rqn=div5>